

# **TRICARE Fundamentals Course**

## **Module 5**

### **TRICARE Prime Remote**

#### **Participant Guide**

#### **References**

10 U.S.C.

32 C.F.R. §§ 199.16 and 17


TRICARE Operations Manual (TOM) Chapter 17

National Defense Authorization Act


Defense Appropriations Act

TRICARE Policy Manual 6010.47-M

## Module Objectives




### Module Objectives




- Identify which beneficiaries are eligible for TRICARE Prime Remote (TPR)
- Recall the role of the primary care manager
- Identify the types of care the beneficiary can receive under TPR

## Benefits of TPR



### Benefits of TPR



- Standardization
- Preventive care
- No out-of-pocket expenses

## **Standardization**

TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM) allows eligible Service and family members who reside in remote stateside locations access to the same health care benefits as those who live in a military treatment facility (MTF) catchment area or Prime service area. TPR is offered in the 50 United States only and requires enrollment.

## **Preventive Care**

The TPR and TPRADFM benefit offers a comprehensive array of preventive benefits including immunizations and important screening tests.

## **No Out-of-Pocket Expenses**

- TPR and TPRADFM enrollees have no out-of-pocket expenses as long as they:
  - Remain eligible
  - Enroll in the program
  - Follow TRICARE program requirements about seeking care
  - Coordinate referrals and authorizations
  - Use TRICARE authorized, participating providers

*Note:* Active duty family members pay \$3 or \$9 for prescriptions at network pharmacies.

## **Present the Topic, Eligibility**

### **Eligibility for Active Duty and Active Duty Family Members**

TPR is specific to geographic location, and eligibility is based on residence and work address. The following beneficiaries are eligible for TPR.

- Active duty service members (ADSM) under full-time orders with a permanent duty assignment who live and work more than 50 miles or one hour's drive time from a military treatment facility, in TPR-designated ZIP codes, must enroll in TPR
  - In some cases, where geographic boundaries create hardship for travel, members living closer than 50 miles may be eligible for TPR.
- Active duty family members must reside with their TPR enrolled sponsor in a TPR location to be eligible for TRICARE Prime Remote for active duty family members:
  - Once family members are enrolled in TPRADFM, they may remain in TPRADFM if:
    - the active duty service member receives a subsequent unaccompanied permanent change of assignment after the TPR assignment
    - and the family members are not authorized to accompany the member to the next duty assignment,
    - and continue to reside in the same TPR location.
  - College students who do not reside with their sponsor are ineligible for TPR.
  - Family members can choose TRICARE Standard or TRICARE Extra.
- DEERS information for sponsor and family must be up-to-date.
  - The residential address in DEERS must be the same for the sponsor and family members for the family to be eligible for TPR.
  - Sponsor must live and work more than 50 miles or approximately an hour's drive from the closest MTF.
  - Check the TRICARE Prime Remote Web site at [www.tricare.osd.mil/tpr/](http://www.tricare.osd.mil/tpr/) and enter the residential and work ZIP codes to determine eligibility.

*Note:* If you access the TPR Web site and your Zip code shows that you are ineligible for TPR, but you live and work more than 50 miles away from an MTF or if you live or work less than 50 miles from an MTF, you will generally not be eligible for this program. But you may request a waiver for eligibility requirements if you believe geographic boundaries cause you to drive more than one (1) hour to access an MTF. Waiver requests must be directed through your unit commander to the TRICARE Regional Office (TRO) in your area.

## TRICARE Prime Remote Web site



### **Eligibility for Reserve Component and Reserve Component Family Members**

- Permanently assigned
  - Reserve component personnel, permanently assigned, who live and work more than 50 miles or 1 hour's drive time from an MTF, in TPR-designated Zip codes, must enroll in TPR.
    - In some cases, where geographic boundaries create hardship for travel, members living closer than 50 miles may be eligible for TPR.
- DEERS address information is used to determine residency.
- Reserve component family members' eligibility in TRICARE Prime Remote for Active Duty Family Members (TPRADFM) requires that:
  - The sponsor be activated or mobilized for more than 30 consecutive days
  - Family members must have resided with the sponsor upon activation or on the effective date of the reservist's orders,
    - before the Service members left for their home station, mobilization site, or deployment location,
    - and the family members must continue to reside there to be eligible for TPR.
  - The address information in DEERS needs to be the same for the sponsor and family members.
  - The Reserve component member is not required to be enrolled in TPR for his or her family to enroll in TPRADFM.
  - Once enrolled in TPRADFM, family members of activated Reserve component members continuing to reside at the TPR residence address may remain in TPRADFM for the period of active duty of the member, regardless of the subsequent assignment, enrollment location (whether or not enrolled), or residence of the member.

*Note:* Family members are eligible to enroll on day one of the sponsor's orders if the orders are for more than 30 consecutive days.

- Reserve component family members of eligible active duty service members may enroll in TPRADFM or receive care under TRICARE Extra or TRICARE Standard with applicable cost shares and deductibles.

## Present the Topic, Enrollment

- TPR and TPRADFM require enrollment.
  - The effective date for TPR (ADSM) enrollment is the date the contractor receives the signed enrollment application.
  - If an enrollment application is received between the first and the twentieth of the month, the effective date for TPRADFM is the first of the following month.
  - If the enrollment application is received after the 20th, the effective date for TPRADFM will be the first day of the subsequent month.
  - Contact the regional beneficiary information line to get an enrollment application. Or download the form at [www.tricare.osd.mil/remote/forms.htm](http://www.tricare.osd.mil/remote/forms.htm).
  - Complete and submit an enrollment form to the regional TRICARE Service Center (TSC). Contact the regional beneficiary information line to find out the address or fax number of the regional TSC.

## ZIP Code Search

**ZIP Code Search**

**Reserve Component (RC) members and their families**

- RC members are eligible for TPR if activated for more than 30 consecutive days. Members must live AND work more than 50 miles or approximately one hour's drive time from the nearest MTF. It is key that the RC Service members' residence address is in DEERS.
- RC family members' eligibility in TPRADFM requires that they and the Service member "reside with" one another in a TPR ZIP code. "Reside with" means that eligible family members resided with the Service member on the effective date of the Reservist's orders and remain living at the residence. The RC member is not required to be enrolled in TPR for his or her family to enroll in TPRADFM.
- The RC member family member enters the sponsor's home ZIP code in BOTH fields in the ZIP Code Search for Eligibility tool below to determine eligibility for TPR/TPRADFM.

**ZIP Code Search for Eligibility**

To find out if a Service or family member is eligible for TPR/TPRADFM, enter the ZIP Codes in the windows below, per your eligibility status (see above) and click "submit" to view search results. Not sure about a ZIP Code? [Click here](#) to access ZIP Code lookup.

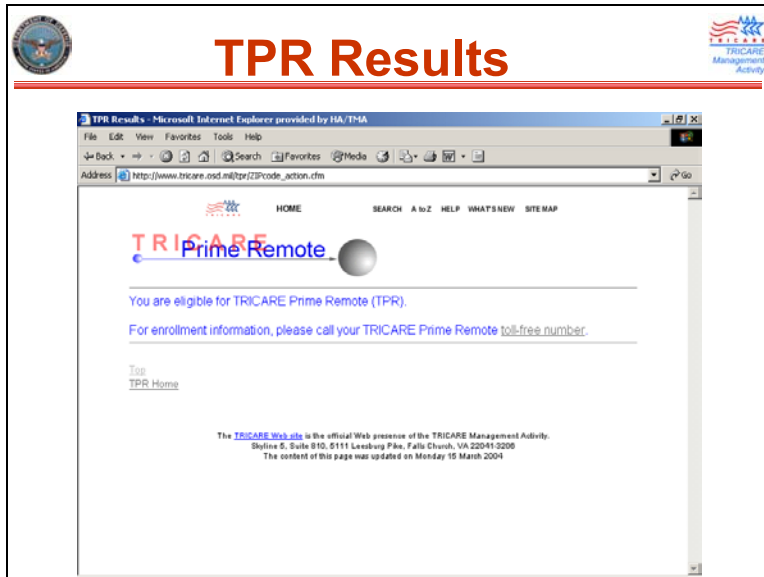
48032      48037     

**Work ZIP Code**      **Home ZIP Code**

**Enrollment**

TPR and TPRADFM require enrollment. If an enrollment application is received between the first and 20th of the month, the effective date for TPR/TPRADFM coverage is the first of the following month. If the enrollment application is received after the 20th, the effective date will be the first day of the subsequent month. For example, if enrollment is received on April 12, the effective date will be May 1. If the enrollment is received April 27, the effective date is June 1. To download enrollment forms, visit the [enrollment page](#).

## TPR Results



## Present the Topic, TRICARE Prime Remote

### Primary Care Manager (PCM)



- PCMs provide preventive services and care for routine illnesses or injuries and manage referrals to specialists or hospitals if needed
- Beneficiaries must enroll to a network PCM if they live in a location where TRICARE has network providers:
  - If more than one network primary care provider is available, beneficiaries may select a PCM from the contractor's provider directory
  - If the beneficiary does not select a PCM, the contractor will assign one at the time of enrollment
  - They may request a change in PCM at any time
  - Contact the PCM whenever non-emergency care is needed.
  - If the PCM thinks specialty care is needed, the PCM must obtain preauthorization from the Health Care Finder (HCF) before specialty care is obtained.
  - The PCM must be within 30 minutes of the beneficiary's home.
- If the beneficiary lives in a location where TRICARE does not have network providers, the beneficiary will not have a PCM:
  - The beneficiary must use a TRICARE-authorized provider for primary care.
  - The beneficiary may contact their regional HCF to locate a list of TRICARE authorized providers.
  - List of TRICARE authorized providers is available at [www.tricare.osd.mil/ProviderDirectory/default.cfm](http://www.tricare.osd.mil/ProviderDirectory/default.cfm).



- For specialty care, the beneficiary or provider must contact the regional HCF for preauthorization to see a specialist.
  - It is the beneficiary's responsibility to make sure they or their PCM calls the HCF for authorization
- Network PCMs coordinate specialty care directly with the regional HCF. However, beneficiaries who do not have a network PCM will need to coordinate their own specialty care.
- The regional HCF will coordinate active duty TPR specialty care referrals through the service point-of-contact (SPOC) to determine if the specialty care must be received from a military provider for a "Fitness for Duty" determination.
- Specialty care referrals for TPR active duty or Reserve component family members are managed by the regional HCF and are not coordinated through the SPOC.
- Specialist appointments must be within 60 minutes of a beneficiary's home

## Access Standards

This is the time it takes to see a provider based on the type of care being sought.

 <h1>Access Standards</h1> 				
TRICARE Prime Access Standards				
	Urgent Care	Routine Care	Referred/ Specialty Care	Wellness/ Preventive Care
Appointment wait time	Not to exceed 24 hours	Not to exceed 7 days	Not to exceed 28 days	Not to exceed 30 days
Drive time		Within 30 minutes from home	Within 60 minutes from home	
Wait time in office	Not to exceed 30 minutes for non-emergency situations			

*Note:* These are the same access standards as TRICARE Prime.

## Active Duty Service Members' Service Points of Contact (SPOC)

- The SPOC for the Army, Navy, Air Force, Coast Guard, and Marine Corps are based at the Military Medical Support Office (MMSO) at Great Lakes, Illinois
  - Questions for the SPOC call MMSO Customer Service at (888) 647-6676 or 1-888-MHS-MMSO
  - Written inquiries should be addressed to the appropriate address listed on the MMSO Web site [http://mmso.med.navy.mil/MMSO\\_Address\\_Contact\\_Info.html](http://mmso.med.navy.mil/MMSO_Address_Contact_Info.html)  
General questions may be addressed to  
Military Medical Support Office (MMSO)  
P.O. Box 886999  
Great Lakes, IL 60088-6999

### **Reimbursement of Certain Travel Expenses**

- TPR-enrolled family members within the 48 contiguous states
  - May be entitled to reimbursement of certain travel expenses if referred to specialty care more than 100 miles from the primary care manager's address
- TPR-enrolled family members outside the 48 contiguous states should contact the unit's administration office for more information.

*Note:* This entitlement does not apply to expenses incurred by active duty service members, active duty family members residing with their sponsors overseas, or travel costs of beneficiaries referred under Department of Defense specialized treatment programs, which are reimbursed by other travel entitlements.

- Reasonable travel expenses are the actual costs incurred by the beneficiary when traveling to their specialty provider—not in an emergency status. Costs include:
  - Meals
  - Gas
  - Tolls
  - Parking
  - Tickets for public transportation

### **The Process**


- Beneficiaries:
  - Must have a valid referral and travel orders from a TRICARE representative at the MTF where they are enrolled or from the TRO if their PCM is a TRICARE network provider
  - Must obtain official travel orders from the MTF or TRO Point of Contact (POC) prior to traveling.
  - Will be required to make their own travel arrangements unless the MTF or TRO POC arranges and procures government travel.
  - Are required to coordinate their own lodging arrangements.
  - Upon completion of travel, the expenses need to be itemized on a SF 1164 (travel voucher) and receipts are required for all expenses above \$75.

*Note:* Recommend beneficiaries contact their TRO to verify eligibility for the travel benefit


### Care at Department of Veterans Affairs (VA) Health Care Facilities

- Many VA health care facilities participate in regional TRICARE networks.
- VA facilities may or may not provide primary care for active duty service members and their family members.
- Many VA facilities provide specialty care.
- Contact the TRICARE Regional Office to find out if a participating VA facility can provide care or if a separate DoD VA agreement exists.

### Summary



## Module Objectives



- Identify which beneficiaries are eligible for TRICARE Prime Remote (TPR)
- Recall the role of the primary care manager
- Identify the types of care the beneficiary can receive under TPR